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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/800,854	03/07/2001	Travis Parry	10003552-1	5600

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HEWLETT-PACKARD COMPANY
Intellectual Property Administration
P.O. Box 272400
Fort Collins, CO 80527-2400

EXAMINER

ENG, GEORGE

ART UNIT	PAPER NUMBER
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2643

DATE MAILED: 04/10/2003

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Please find below and/or attached an Office communication concerning this application or proceeding.

13

Office Action Summary

Application No.

09/800,854

Applicant(s)

PARRY, TRAVIS

Examiner

George Eng

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-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
- Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 07 March 2001.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-20 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-20 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
- Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
- 11) ☐ The proposed drawing correction filed on _____ is: a) ☐ approved b) ☐ disapproved by the Examiner.
- If approved, corrected drawings are required in reply to this Office action.
- 12) ☐ The oath or declaration is objected to by the Examiner.

Priority under 35 U.S.C. §§ 119 and 120

- 13) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. _____.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
- * See the attached detailed Office action for a list of the certified copies not received.
- 14) ☐ Acknowledgment is made of a claim for domestic priority under 35 U.S.C. § 119(e) (to a provisional application).
- a) ☐ The translation of the foreign language provisional application has been received.
- 15) ☐ Acknowledgment is made of a claim for domestic priority under 35 U.S.C. §§ 120 and/or 121.

Attachment(s)

- 1) ☒ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☐ Information Disclosure Statement(s) (PTO-1449) Paper No(s) _____.
- 4) ☐ Interview Summary (PTO-413) Paper No(s). _____.
- 5) ☐ Notice of Informal Patent Application (PTO-152)
- 6) ☐ Other: _____.

DETAILED ACTION

Claim Rejections - 35 USC § 102

1. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(b) the invention was patented or described in a printed publication in this or a foreign country or in public use or on sale in this country, more than one year prior to the date of application for patent in the United States.

2. Claims 1-4, 8-11, 15-16 and 19 are rejected under 35 U.S.C. 102(b) as being anticipated by Schneider et al. (US PAT. 5,929,897 hereinafter Schneider).

Regarding claim 1, Schneider discloses a method for providing customer support to an electrical device, i.e., an automated teller machine, comprising the steps of establishing a communication link between a customer support representative and the user with a customer support unit associated with the electrical device and transmitting communications of the customer support representative to the user while the user is at the electrical device via the customer support unit (col. 2 line 23 through col. 3 line 35).

Regarding claims 2-4, Schneider teaches to transmit audio and video data of the customer support representative to the customer support unit and to transmit audio and video data of the user to the customer support representative (col. 5 lines 41-49).

Regarding claim 7, the limitations of the claim are rejected as the same reasons as set forth in claim 1.

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Regarding claim 8-11, the limitations of the claim are rejected as the same reasons as set forth in claims 2-4. Note while Schneider teaches to transmit customer support representative communications over a high-bandwidth telephone channel (col. 5 lines 64-66). Thus, the means for transmitting customer support representative communications inherently comprises network interface devices in order to establish a video conferencing call.

Regarding claim 15, Schneider discloses a system for providing customer support to a user of an electrical device, i.e., an automated teller machine, comprising a customer support unit that is adapted to electrically connect to the electrical device, the customer support unit comprising a speaker and a display that are adapted to present audio and video data of a customer support representative to the user and inherently comprising network interface devices that are adapted to transmit and receive communications across a network (col. 2 line 23 through col. 3 line 35 and col. 5 lines 23- 66).

Regarding claim 16, Schneider discloses the customer support unit comprising a microphone and video camera that are adapted to capture audio and video data of the user (col. 5 lines 24-29).

Regarding claim 19, the limitations of the claim are rejected as the same reasons as set forth in claims 2-4.

Claim Rejections - 35 USC § 103

3. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person

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having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

4. Claims 5-6, 12-14 and 17-18 are rejected under 35 U.S.C. 103(a) as being unpatentable over Schneider et al. (US PAT. 5,929,897 hereinafter Schneider) in view of Houghton et al. (US PAT. 6,009,153 hereinafter Houghton).

Regarding claims 5-6, Schneider differs from the claimed invention in not specifically teaching to present the customer support representative with information about the status and setting of the electrical device, and permitting the customer support representative to change settings of the electrical device. However, Houghton teaches a easy to use programming technique for programming operation parameters in an electronic device comprising the steps of presenting a configuration server with information about the status and settings of the electronic device and permitting the configuration server to program settings of the electronic device (col.2 lines 1-43 and col. 6 line 37 through col. 7 line 5). Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to modify Schneider in applying the programming teaching to provide customer support to the electrical device, as per teaching of Houghton, because it makes user friendly so that it provides enhanced programming ease for a user of the electrical device.

Regarding claims 12-14, the limitations of the claims are rejected as the same reasons set forth in claims 5-6. In addition, Houghton teaches to present information regarding electrical device status and setting comprising a directory server, i.e., a web server module (col. 9 lines 46-67).

Regarding claims 17-18, Schneider discloses the network interface devices include a modem (figure 6) adapted for transmitting and receiving communications (col. 5 lines 7-66).

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Schneider differs from the claimed invention in not specifically teaching the network interface devices to transmit and receive communications across the Internet and a web server module adapted to generate web page containing information about the status and settings of the electrical device. However, Houghton teaches a easy to use programming technique for programming operation parameters in an electronic device capable of transmitting and receiving communications across the Internet comprising a web server module to generate web page containing information about the status and settings of an electronic device (col. 6 line 37 through col. 7 line 5 and col. 9 lines 46-67). Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to modify Schneider in having the web server module for transmitting and receiving communications over the Internet, as per teaching of Houghton, because it makes user friendly so that it provides enhanced programming ease for a user of the electrical device.

5. Claim 20 is rejected under 35 U.S.C. 103(a) as being unpatentable over Roztocil (GB 2,288,100A) in view of Grossi et al. (US PAT. 5,604,341 hereinafter Grossi).

Regarding claim 20, Roztocil discloses a printer (12, figure 2) adapted for electrical connection with a peripheral device (90, figure 2) comprising a speaker configured to present audio data of a customer support representative to a user and a microphone configured to capture audio data of the user (page 6 lines 18-30). Roztocil differs from the claimed invention in not specifically teaching the peripheral device comprising a display configured to present video data of the customer support representative and a video camera configured to capture video data of the user. However, Grossi teaches an electrical device equipped with video conferencing

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equipment to hold a video conferencing with a customer support representative, which the video conferencing equipment comprising a video camera for capturing video data of a user and a display for presenting video data of the customer support representative (col. 2 line 39 through col. 3 line 7). Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to modify Roztocil in having the display and the video camera, as per teaching of Grossi, because it makes user friendly so that it allows customer to establish a video conference with the customer support representative.

Conclusion

6. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure. Chai et al. (WO 01/80573A2) discloses a remote troubleshooting system that involves video, audio and data communications (abstract). Harris et al. (US PAT. 5,533,108) discloses a method for routing calls from a customer to a selected agent based on voice and data transport capabilities (abstract)

7. Any inquiry concerning this communication or earlier communications from the examiner should be directed to George Eng whose telephone number is 703-308-9555. The examiner can normally be reached on Tue-Fri 7:30 AM-6:00 PM.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Curtis A. Kuntz can be reached on 703-305-4708. The fax phone numbers for the organization where this application or proceeding is assigned are 703-872-9314 for regular communications and 703-308-6296 for After Final communications.

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Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the receptionist whose telephone number is 703-306-0377.

A handwritten signature in cursive script, appearing to read "George Eng".

George Eng
Examiner
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